



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
 United States Patent and Trademark Office
 Address: COMMISSIONER FOR PATENTS
 P.O. Box 1450
 Alexandria, Virginia 22313-1450
 www.uspto.gov

BIBDATASHEET

CONFIRMATION NO. 7190

Bib Data Sheet

SERIAL NUMBER 09/513,784	FILING OR 371(c) DATE 02/25/2000 RULE	CLASS 379	GROUP ART UNIT 2614	ATTORNEY DOCKET NO. HAR59
APPLICANTS J. Andrew Judkins, Centerville, UT; Michael Shelton, Salt Lake City, UT; David Peterson, Pleasant Grove, UT;				
** CONTINUING DATA ***** ** FOREIGN APPLICATIONS *****				
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 04/24/2000				
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after met Allowance Verified and Acknowledged _____ Examiner's Signature _____ Initials _____		STATE OR COUNTRY UT	SHEETS DRAWING 48	TOTAL CLAIMS 18
INDEPENDENT CLAIMS 3				
ADDRESS Duane Morris LLP Suite 700 1667 K Street, N.W. Washington, DC 20006				
TITLE INTEGRATED ACD AND IVR SCRIPTING FOR CALL CENTER TRACKING OF CALLS				
FILING FEE RECEIVED 820	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	